



August
1997

News & Views

Published by Information Services Division
A Newsletter Dedicated to Information Technology in the State of Montana

METNET Sites Move, Upgrade, and More!

The State of Montana and the University System have taken advantage of an offer from Compression Labs, Inc. (CLI) to upgrade for the original Gallery 225 platform, which has served us so well during the last five years, to the new Radiance 8700-9000 series. This new package offers better audio management, newer cameras with improved color presentation, 32" monitors, and enhanced multi-point conference management features. The first location to take advantage of this was Montana State University, which moved its site from Culbertson Hall to the new Engineering-Physical Sciences (EPS) building, room 126. This is a custom designed site, using a rear projection screen and custom audio for the room. MSU has also installed a combination interactive video/multimedia environment serving two additional rooms, a large 200 seat auditorium style classroom (Rm. 103 - "TCI Amphitheater"), and a 70 seat multi-purpose classroom (Rm. 108). Also known as the Burns Telecommunications Center, this new facility was dedicated on June 30, 1997: Senator Conrad Burns, NASA Administrator Dan Goldwin, Netscape President/CEO Jim Barksdale, MSU President Mike Malone, and Clifford Shipp, Executive Director MSU Bozeman Foundation were at the site for the dedication, while Governor Marc Racicot provided congratulatory remarks via the METNET Interactive Video System.

METNET

Montana Educational Telecommunications Network

STATE BOOKS TO COLLECT

MONTANA STATE LIBRARY
1515 E. 6th AVE.
HELENA, MONTANA 59620

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ISD News & Views:

Darlene ✓ Dixie X Don --- Maggie --- Barbara ---
Marilyn X Kathy --- ~~Vicki~~ --- ~~Melanie~~ --- Carmen X
Marjorie X Patcharin Last To File

The University of Montana will also be upgrading their Gallery system, and moving their site from the Field House to the new Gallagher Building, room 104. This too will be a custom room, using ceiling mounted projection equipment, customized audio, and enhanced peripheral interfaces.

Depending on budget allowances, other METNET sites may be upgraded to the newer system; MSU-Billings, as an example would be next on the list to upgrade.

Our Fall Class Schedule is nearly completed, and we expect to be running in excess of 250 conference hours per month. METNET is alive and well!

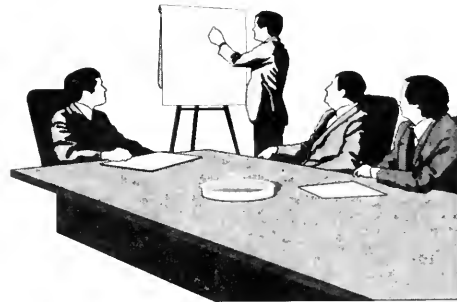
The last and yet very important item of METNET news is that we are now accessible on the Web; check us out at: <http://www.mt.gov/isd/metnet>. Soon, we hope to have site pictures and weekly schedules on this site, so that our users can see what classes and conferences will be on the system, and aid in their own scheduling. The Internet access to METNET

Interactive Video will reshape how we do business, and improve our services to the citizens of Montana!

For more information contact Rick Wine of METNET Video Operations at 444-3517, ZIP! or E-Mail at rwine@mt.gov.

MT PRRIME Project Team Nearly Complete; Second Tier of Participation Defined

The team of professionals who will be assigned full time to the project is almost fully staffed. In our last issue we talked about the Management



Team. In this issue we'll introduce the Technical Team. Jim Sheehy, of ISD, will serve as our team leader. Jim has extensive experience in all aspects of managing information technology. Team members include Cayle Wingard from the Department of Transportation, and Rick Oie, Bill Anzik, Dominick Speranza, and Ed Glenn, all from ISD.

Cayle Wingard is a programmer analyst with the Department of Transportation's Information Services Bureau. Cayle has worked for the State

Calendar of Events

August 6

Information Technology Managers Group (ITMG)
8:30 - 10:30 am, Rm 111, Metcalf Building

August 12 — CANCELLED —

The Information Technology Advisory Council
(ITAC) 8:30 - 11:30 am, Rm 111, Metcalf Building

August 19

SummitNet Executive Council (SEC)
9:30 - 11:30 am, DPHHS Auditorium

August 28

9-1-1 Advisory
9:00 am - 12:00, Rm 13a/b Mitchell Building

September 3, 4

Information Technology Managers Group (ITMG)
Ramada Copper King Inn, Butte

for over 17 years and is experienced in both mainframe and client/server environments. Rick Oie is a supervisor in the Application Development Section of ISD and is one of our resident experts in the PPP system. Rick is also our ski trip organizer. We hope he will be doing a lot of that for the project team! Bill Anzik is a programmer/analyst in the Application Development Section of ISD. In recent years, Bill has been specializing in the development of client/server applications. Dominick Speranza is a technical supervisor in the Systems Development Support Section of ISD. Dominick has been working on a wide variety of technical issues on both the mainframe and mid-tier computer platforms. Ed Glenn is a systems analyst in the Application Development Section of ISD. Ed says, "...while I have experience in both mainframe and client/server environments, I have spent the last year 'programming' in WordPerfect. I am looking forward to a return to technical work!" We are pleased to have such an experienced group of people on the Technical Team.

While these are the folks who will have the greatest responsibilities for implementing the new system, a **second level of participation in the Project is available**. Agency liaisons, who are willing to contribute to the Project on a part time basis, are needed for a host of duties. Agency liaisons, who would remain located in their agencies, would be available for user acceptance groups, coordinating interfaces, identifying issues, and providing points of contact between the agency and the Project Team. If you and your supervisor agree, you can sign on with the appropriate Team. Please contact **Chuck Virag** (Finance), **Mark Cress** (Human Resources), **Nyla Johnson** (Procurement/Asset Management), or **Jim Sheehy** (Information Technology).

For more information visit our web site at http://www.mt.gov/dao/mt_prime/mt_prime.htm, or contact Ed Glenn at 444-2916, ZIP! or E-mail at eglenn@mt.gov or Dave Ashley at 444-2032, ZIP! or E-mail at dashley@mt.gov.

ATTENTION

Last Issue of News & Views!

Your last issue of *News & Views* will be September unless you act now! Our mailing list dictates how many copies we print each month and it has many people who no longer work for the state or who have moved to other agencies. We know of duplicates for some people being sent to an old bureau but it is difficult to confirm, since often we receive no notice to cancel. We are asking your help to reduce the waste.

Please send the address label from your *News & Views* to:

Mail/Deadhead - Lois Lebahn, Room 229,
Mitchell Building, Helena, MT 59602
FAX - 444-2701

Please **do not** call or send ZIP! or E-Mail!

If you would like to be **added** to our mailing list, ZIP! us know your name, agency, division/bureau, phone, address, city, state, zipcode, and whether you would like your newsletter to be distributed via ISD Box #, Deadhead, or Mail.

The new mailing list will be used for the October 1997 issue and anyone we don't hear from will not receive that issue. We will also reduce the number printed that month to match our new list, so if you forget to notify us in time we will not be able to send you the October issue, but will add you for subsequent issues.

For additional information contact Trapper Badovinac at 444-4917, ZIP! or E-Mail at tbadovinac@mt.gov.

New On-line Look for News & Views

Beginning with the June 1997 issue, *News & Views* will have a more complete on-line look. When you go to <http://www.mt.gov/isd/current/news/index.htm> you will find not only the on-line version but it is now complete with graphics, tables and hot links to the sites mentioned in the articles. It looks much like the printed hardcopy version! Check it out and let us know what you think.

For more information contact Trapper Badovinac of ISD at 444-4917, ZIP! or E-Mail at tbadovinac@mt.gov.

Introducing Meridian Max

Automatic Call Distribution (ACD) systems are used by organizations that receive a large volume of telephone calls for services rather than individuals. ACD allows a small number of agents to accept a large number of calls. ACD controls the call flow to ensure efficient handling by agents as quickly as possible. The ACD software runs on a Meridian 1 switch.

Statistics related to ACD agent, queue, and trunk activity are

gathered by the Meridian 1 and sent continuously to an auxiliary processor across a High-Speed Link. These messages are sent from the Meridian 1 and received by Meridian MAX.

Meridian MAX is a call center application that provides a Management Information System (MIS) for Meridian 1 ACD. As an ACD-MIS product, Meridian MAX collects and records information on the calls that enter the Meridian 1. Meridian MAX provides both real-time statistics displays, historical reporting on the call center operation, and ACD configuration management. This information is available to Meridian MAX supervisors who monitor and improve system operations when required.

The Meridian MAX also provides a method for entering commands that control how calls are handled by the ACD system. Although the ACD software has its own set of commands, most users find it easier to use the menu-driven Meridian MAX command set.

Advantage - Manage More Effectively with Comprehensive Tools

A comprehensive set of management and reporting tools, Meridian MAX provides a detailed picture of your call center for exceptional control.

A complete array of real-time queue, agent and network statistics enables your supervisors to:

Monitor Changing Call Activity. You can redirect calls as needed to ensure quality customer service.

Better Manage Resources with the Aid of Real-time Graphics. Supervisors get a clear picture of agent status, queue performance and exception highlighting.



Reports can identify immediate concerns or provide a historical perspective, allowing you to measure call center performance and make changes accordingly.

Determine Daily Traffic Patterns. As a result you can schedule properly for peaks and valleys in call activity.

Track Individual Agent Call-handling Activities. This capability allows supervisors to assess performance and assign duties more effectively.

Track the Amount of Time Agents Spend on Routine Calls. For example, the number of callers requesting routine information can be measured. This capability enables you to determine if you should provide an automated system to offload such calls to increase agent productivity.

Threshold Definition

The level of service offered by a call center can be quantified using the Threshold Definition mode, which sets acceptable times for the following factors:

- How long calls wait before being answered
- The percentage of calls answered within a target time
- How long agents should wait for calls
- How long agents should spent on active ACD calls
- How much time should be spent on post-call work
- How much time should be spent on non-ACD calls
- How long an agent should leave a position in Walkaway mode
- Short calls definition

Threshold definitions reflect your organization's overall operating objectives. When actual ACD performance does not fall within the acceptable threshold range, the relevant statistics are highlighted in real-time display, altering the supervisor to potential problem areas.

ACD-DN/CDN Definition

In the ACD-DN Definition mode, values established in Threshold Definition are assigned to individual queues. This allows customized thresholds to be set for ACD-DN serving different services or departments within your organization.

The Department of Labor in Billings was the first state Agency to use the system for their first time unemployment claims. On October 1st of this year the 30 agent call center in the Helena area will also begin using the system for first time unemployment claims.

If you have any more questions please contact Rita O'Neil at 444-6846, ZIP! or E-mail at roneil@mt.gov.

ZIP!Tips

Generic vs. NetWare Mode

In a recent article, the ZIP!Authorization utility was examined. Since then, there have been reports of this utility not functioning. ZIP!Office normally runs under NetWare mode, however, if it runs on a NetWare 4.1 server and there are 100 plus users on the network, there are connection problems. A ZIP!Office user with a NetWare connection of 256 or above will get "Intray not Found" errors and get someone else's ZIP!Office setup. To alleviate this problem, network administrators may choose to set ZIP!Office to run in Generic Mode. This alleviates the reliance on NetWare for determining the mailbox for a specific user.

If this change to Generic has occurred, the ZIP!Auth utility (used to grant Intray

authorization to another ZIP! user) will not work. With the new E-Mail system implementation on the horizon, we decided not to invest resources into programming development to enable ZIP!Auth to work in Generic mode. Therefore, if you are planning to be away from the office and need to give someone else access to your Inray, contact your network administrator. They can manually grant the rights needed

Also, when running in Generic mode, the IPX messaging that nwpopup.exe uses to display a detailed dialog box to a Window's user upon receipt of any new messages will not work. You can still use ZIP!Office's wzochk.exe as that will continue to work regardless of what mode ZIP!Office is running in.

If you have any questions regarding Generic vs.

NetWare mode, contact Sue Skuletich of End-User Systems Support at 444-1392, ZIP! or E-Mail at sskuletich@mt.gov..

Internet E-Mail Attachment Filenames

Recently a state government ZIP!Office user reported that E-Mail had been sent to them via the internet and they had not received it. The sender had not gotten any error message after dispatching the message. The user at state government frequently received E-Mail successfully from the same sender but the most recent message had never arrived at its destination. This particular piece of E-Mail included an attachment.

After much searching, the E-Mail was found and the cause of the problem was determined. The problem was with the attachment. The sender had used a filename of more than eight characters. Our pre-Win95 E-Mail software is not able to accommodate a long filename. When the message arrives at the Internet gateway as two separate files, a message and an attachment, the program that reads, matches and forwards those two pieces is not able to process the Attachment-name field if it contains more than 8 characters. The message goes no further than the Internet gateway.

If one of your contacts calls you and asks if you received their mail and you haven't, ask them if the E-Mail included an attachment. If the answer is yes, ask them what the attachment

ZIP!

filename was. If they respond with a name that is over eight characters, request that they rename the attachment file and resend it.

If you have any more questions please contact Candace Hastings of End User Systems Support at 444-2858, ZIP! or E-Mail at chasting@mt.gov.

Graphics Add Pizzazz to Your WPWin Documents

A picture is worth a thousand words, so why not take advantage of WPWin's great graphics tools and use helpful images in your document? This is the final article of a four-part series that shows how to use powerful graphics box-editing options to put your graphics boxes where you want them and make them look how you want.

Using the Image Tools Palette

Do you want to crop, scale, rotate, make color adjustments, or change the fill type of an image inside a graphics box? Just use the Image Tools Palette to easily make these changes.

To display the palette, select the graphics image you want to edit. Choose Edit Box from the Graphics menu, then choose Tools. Or, you can also click the right mouse button on a graphics image and select Image Tools. To close the palette, double-click the Control-menu box in the upper-left corner of the palette, or click anywhere outside the graphics box and palette.

Following is a brief description of what each icon in the Image Tools Palette (as shown in *Figure 1*) does (starting at the top and reading from left to right):



Figure 1
WordPerfect's
Image Tools
Palette

- Icon 1 Use this feature to rotate an image around a point inside a graphics box.
- Icon 2 Use this feature to move an image inside a graphics box.
- Icon 3 Use this feature to move and size a graphics box.
- Icon 4 Use this feature to enlarge or reduce the image inside a graphics box or to display a specified area of the image.

- Icon 5 Use this feature to change the colors in an image to their complementary colors.
- Icon 6 Use this feature to convert a color image to black and white and to select a black and white threshold. Any grays that are darker than the threshold value are converted to black; any grays that are lighter than the threshold are converted to white.
- Icon 7 Use this feature to adjust the appearance of the light and dark areas of a color image.
- Icon 8 Use this feature to adjust the brightness (or saturation) of a color or black and white image in a graphics box.
- Icon 9 Use this feature to restore an image to the settings specified in the graphics box style you are using. When you reset the image, you remove any attributes, color adjustments, fills, or positioning options you assigned to it using the Image Tools palette.
- Icon 10 Use this feature to make an image transparent so the background shows through the image or to convert the image to an outline with a white fill.
- Icon 11 Use this feature to flip an image on its vertical axis or horizontal axis.
- Icon 12 Use this feature to flip an image on its vertical axis or horizontal axis.

- Icon 13 When you edit graphics, you can use the Image Tools to modify images, or you can use a graphics program, included with WordPerfect, to create and fine tune images. Use a graphics program when you want to create or edit drawings, charts, and graphs. You can also edit existing clip art images and OLE objects.
- Icon 14 Use this feature to access image editing features on the Image Tools palette. This icon is explained more fully below.

This last icon (Icon 14) is perhaps one of the most useful icons in that it will allow you to edit many graphics features, including most of the features available in the other icons, in one place. See *Figure 2* to see the Image Settings dialog box. Just click on the icon to enter the Image Settings dialog box. Select the options you want and enter values where applicable. To exit, choose OK, then choose Close on the Graphics Box feature bar. Or, you can also click anywhere in the document window (outside the graphics box) to deactivate the Graphics Box feature bar and return to your document.

Start taking advantage of WPWin's many graphics tools. Graphics add pizzazz to your documents, and WPWin has the tools to make sure your graphics are just right.

For more information, contact Irvin Vavruska of End User Systems Support at 444-6870, ZIP!, or E-mail at ivavruska@mt.gov.

CorelDRAW! 7

ISD is now providing support for CorelDRAW! 7 the best tool for vector graphic design needs. CorelDRAW! 7 is packaged with CorelDRAW! Photo-Paint 7 for photo editing and bitmap creation plus CorelDRAW! Dream 3D 7 for 3D illustrations, modeling and rendering with predefined models and surface textures. The new graphics suite is optimized for the 32bit environment (only runs under Windows 95 or NT) and makes optimum performance a top priority. *It will not run under windows 3.11 with the Win32s add-on.* Users will require a minimum of a Pentium 90 (Pentium 133 recommended), 16 MB of RAM (32 MB recommended), minimum of 40 MB hard disk space (300 meg needed for complete installation) to install CorelDRAW!, Help, filters and fonts, a CD-ROM player (double-speed or higher recommended), a Mouse or tablet, VGA display (SVGA recommended).

CorelDRAW! 7 new features include the following:

Interactive Tools: Fills, transparencies and blends have been made completely interactive and corresponding functionality may be accessed directly from the Property Bar. Simply click and drag on the object with the tool selected to perform any of these activities quickly and easily.

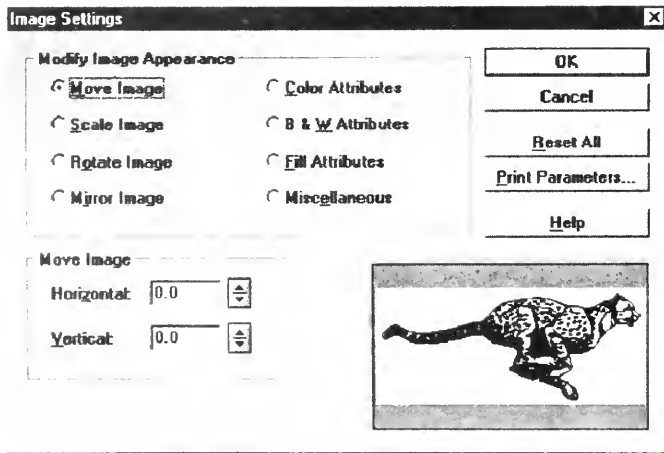


Figure 2 Image Settings Window allows you to access many graphics editing features

Internet: CorelDRAW! now allows users to assign URLs to any object and publish documents to HTML, GIF, JPEG or CorelDRAW! Barista™. Barista is the technology CorelDRAW! has developed which allows users to create documents based entirely on the Java™ Language without any programming requirements. Netscape Navigator™ and Microsoft® Internet Explorer color palettes are included to provide the user with accurate color selections for the Web. There is also a direct link within the Help menu in CorelDRAW! 7 to Corel's home page.

Drawing and Editing Tools:

The pan tool allows users to display while panning by simply clicking and dragging to move about the design. The Natural Pen tool can be used with a pressure-sensitive tablet to create curves of varying thicknesses and smooth calligraphic effects, which is great for artistic sketching. Spirals can now be drawn logarithmically, allowing users to draw them more naturally.

Text Controls: A single text tool for creating both artistic and paragraph text provides the user with greater productivity. With the text tool selected, the user can click on any path and automatically fit text to that path. New writing tools from CorelDRAW!® WordPerfect®, including a spell checker, a thesaurus and a grammar checker, have also been included, as has Bitstream's TrueDoc font embedding technology. This allows users to maintain the visual integrity of their documents.

Document Management Tools: Color Styles allows the user to create linked color relationships to provide quick editing of illustrations. Document Info, Object Manager,

and Find and Replace are excellent tools for managing work or troubleshooting problems.

Effects and Enhancements: New effects that will help produce creative illustrations include accelerated blending, beveled extrusions (both depth and angle can be affected), color adjustment of bitmaps and vectors, built-in bitmap effects, and support for Adobe® PhotoShop-compatible plug-ins.

Improved Connectivity and Enhanced Color Support: Import and export filters have been improved upon, and the ColorSync 2.0-standard color management system has been licensed from Kodak to ensure accurate color representation during scanning, display and printing.

Ease of Use: A Scrapbook enables quick and easy access to CorelDRAW! clipart, photos, user designs, favorite fills and outlines. Professionally designed templates, many from PaperDirect™, are ready-made and just a click away.



CorelDRAW! PHOTO-PAINT™ 7

This paint and photo retouching application included the following main new features:

Object Transparency: Tool which allows interactive on-screen adjusters to change the transparency of an object, and a repeat stroke tool to paint images with a saved brush stroke.

Gradient Fill: Tool which provides on-screen drag and adjust to apply gradient fills to any image, while an image sprayer can paint a series of realistic images, such as leaves, butterflies and various types of fruit, onto any CorelDRAW! PHOTO-PAINT document.

WWW URL Tag: Allows users to hyperlink objects for Web images, via the Object menu.

CorelDRAW! DREAM 3D

This 3D modeling and rendering application allows users to easily create 3D illustrations. A new Scene Wizard and object links have been incorporated into this version, along with improved rendering capabilities, camera navigating and object deformation tools, and better Internet connectivity. The improved hierarchy view contains an effects pad.

New interactive Dolly, Pan, and Track tools also help make it easier for users to navigate through scenes.

New object links including lock, slider, axis, shaft, ball joint, 2D plane and custom, as well as deformation tools such as Stretch, Shatter, Bend and Twist, and Scale XYZ, allow users to better manage and modify 3D objects.

Improvements to rendering include preset render settings, more control over ambient light, new Cloudy Fog Atmosphere and Backdrop. As rendering reduces files from a 3D computer scene to a 2D image, these new features allow users to significantly improve their output. To achieve more realistic rendering effects, reflected backgrounds have also been included.

Pricing

CorelDRAW! 7 is currently available at Property and Supply. It is priced as follows: Complete package which includes books and CD-ROM software is \$410.40. An upgrade license with a two year maintenance agreement without software is \$206.18. CorelDRAW! 7 CD-ROM software is \$103.00 for a set and documentation manual sets cost \$68.40. For further pricing or to purchase CorelDRAW! 7 contact Jim Nelsen at Property and Supply, 444-4514, ext 137.

CorelDRAW! 7 will increase your productivity with new context-sensitive property bars and a revolutionary customizable user interface that lets you edit icons, arrange toolbars, toolboxes and more. Interactive tools and utilities provide you with on-screen feedback, making the design process more intuitive. Explore your creative potential with CorelDRAW! 7 and attain the impossible! For more information contact Jerry Kozak, from End User Systems Support at 444-2907, ZIP! or E-Mail at jkozak@mt.gov.

Lotus Approach to Oracle 7.X

ISD has had various inquiries concerning connecting Lotus Approach to Oracle 7.x. This process was quite simple using Windows 3.x, in conjunction with Approach 3.x and an Oracle 7.x environment using SQLNET 1 drivers. Lotus had constructed a native datalens driver which could connect to Oracle using SQLNET 1. However, when the new Oracle standard became SQLNET 2 the old datalens driver could no longer communicate between Approach and Oracle. Using ODBC to connect is a cumbersome process which involves the use of a third party ODBC driver set such as those from Visagenic or Intersolve. The Visagenic driver ceased to function once we moved to SQLNET 2.

Lotus was contacted on this problem and said that because SQLNET 2 was developed after the release of Approach 3.02 and that the only method of connecting under Windows 3.x is to use a current ODBC driver. *Lotus does not plan on creating any more new or updated datalens drivers.* The driver they suggest using is the Intersolve 16 bit ODBC drivers. We are still having limited success with this driver and testing is still in progress. Also these ODBC drivers are not free-ware. If you intend to use them then you will need to purchase them from the manufacturer.

Approach

Approach 3.0 - Repeating Panels

If you have upgraded to Windows 95 then you must use Approach 97 and 32 bit Oracle. ODBC under Windows 95 seems to have difficulty translating from 16 bit to 32 bit and visa versa. This is the reason why you must use 32 bit versions of both Approach and Oracle. Also the only success we have had is by installing 32 bit Oracle locally, but even after establishing a connection accessing the data is a somewhat slow process and is often difficult to manage. In real world situations ODBC as a whole does not always work up to expectations. Some products function better than others, but overall it is still not a fully reliable process.

Remember why Approach was chosen, what its intended uses are, and its limitations. It was chosen as an End-User database to be used for simple database applications, not agency wide mission critical applications. Approach is a fine product which functions exactly as intended. It was not designed to be a front end to Oracle, even though it does have the limited capabilities to access Oracle databases. It is primarily a small to medium sized database creation and manipulation tool with the ability to create great reports, forms and mailing labels.

If you have any more questions please contact Brian Divine of End User System Support at 444-2791, ZIP!, or E-Mail at bdivine@mt.gov.

Have you ever wanted to total the items displayed in a repeating panel in Approach 3.0, but just couldn't get Approach to cooperate? There is a simple solution, even if it isn't straight forward.

First: you need to create a new calculated field. To do this follow these steps:

1. Switch to Design mode.
2. From an existing form, select Create, Field Definition.
3. In the Field Definition dialog box, add a new calculated field. In the formula box, enter the following formula:
SSUM(FIELDNAME) [where FIELDNAME is the name of the numeric field which will be added].
4. Open the Define Summary tab. For Summarize On, select the following: "Summary of all records in FILENAME", where: FILENAME is the name of the database which the repeating panel is based on (the detail database). Selecting this option will summarize only those records which are displaying in the repeating panel.
5. Click OK to close the dialog box(es).

Second: you will need to add the new calculated field to the form. This field may be placed anywhere on the form, outside of the repeating panel. To view the new totals, switch back to Browse mode.

This should total the items displayed in your repeating panel, if you have any questions or need help with this issue, contact Mike Moller of End User Systems Support at 444-9505, ZIP!

Or E-Mail at mmoller@mt.gov

Portions of this article were found on the Lotus Web Support page and are Copyrighted 1996 Lotus Development Corporation, an IBM Subsidiary. All rights reserved.

Opentrap - Windows 95 Freebie

PC Magazine has made available another Windows 95 free add-on. OPENTRAP is a 32-bit application that runs only under Windows 95. It lets you record file system activity (opens, closes, errors) so you can diagnose problems with your system, or just see what's going on behind the scenes as you work.

You use the Logging Options dialog to control the size of OpenTrap's buffer, which events it will record, and whether or not the main window will hide itself to a system tray icon while logging. You can use the Filter Options dialog to limit the information that OpenTrap displays, such as files with a particular base name or extension, files accessed by a particular program module, and so on.

OpenTrap's settings can be specified on the command line to facilitate automated operation (e.g. from a shortcut in your StartUp folder), including an "AutoStart" option to have OpenTrap begin logging immediately after you launch the program.

OpenTrap (VERSION 1.00) Copyright (c) 1997 Ziff-Davis Publishing Company
By Rick Knoblauch and Gregory A. Wolking
First Published in PC Magazine, US Edition, July 1997.

If you would like a copy of OPENTRAP, the files are available on the ISD Value Added Server at `\guest\windows\winaddon\95addons\opentrap`. ***Be sure to read the `opentrap.txt` file before executing `opentrap`. If you don't have access to the VAS, or have questions about `opentrap`, contact Denny Knapp of End User Systems Support at 444-2072, ZIP! or E-Mail at dknapp@mt.gov

Add a counter to your Web Page

ISD has added the capability to support counters for web pages hosted on www.mt.gov. We are using the popular web counter by Muhammad A Muquit because of its flexibility and popularity within the industry.

Documentation for the counter can be obtained at <http://www.fccc.edu/users/muquit/Count.html> and some examples at <http://www.fccc.edu/users/muquit/Count2ex.html>. There is also an example page at www.mt.gov/isd/test/count.htm that shows an example of using hidden counters that are viewable from another page, in this case a page dedicated to viewing hidden counters on several key pages within Montana Online. There is also an example of a regular counter on this page for comparison.

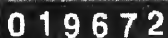
WINDOWS
95

It is important to understand that these counters only count the number of times that a page has been sent as a response to a request. Viewing the page multiple times from cache does not normally update the counter, unless you use the Refresh/Reload option. These counters are good as a quick check for activity on your page, but more detailed analysis on system access logs is required to determine who is accessing your pages, when they are doing it and at what rate they are doing it. Using statistics from the system logs will be covered in a future article.

A quick example:

```
<IMG SRC="/cgi-bin/  
Count.exe?dd=B|df=counterfile1.dat"  
ALT="Counter" HSPACE=10 HEIGHT=32  
WIDTH=102 ALIGN=CENTER>
```

This would produce a counter that looks like this:

A digital counter graphic with a black background and white numbers. The number displayed is 019672. The digits are in a monospace font, and the entire counter is enclosed in a thin white border.

placing the counter on your page, just as you would for any another graphic. The ALT, HSPACE, HEIGHT and WIDTH are optional but recommended. As with any graphic item, specifying the height and width will allow the page to load smoother and more quickly. The actual count for the counter is held in the counterfile1.dat file as specified with the "df=" parameter. This is a simple text file with the current value that is stored on the server in a specific directory. The name must be unique so please coordinate the name you wish to use with Ron Armstrong, <armstrong@mt.gov> 444-2905.

The use of a hidden counter is a feature that you may want to consider because it does not clutter up your page and does not noticeably increase the load time for the page because there is no graphic to transfer. This option is a good choice if the only use of counter is to be viewed by the owner of the page for tracking usage. If you want the user to see the counter, don't use this option.

For questions or more information please contact Ron Armstrong of the System Support Bureau at 444-2905, ZIP! or E-Mail at armstrong@mt.gov.

Training Calendar

This schedule has been assembled by the Helena College of Technology of the University of Montana. If you have any questions about enrollment, please call 444-6821. All classes will be held at the Helena College of Technology at 1115 N. Roberts. Please note that these costs are subject to change each July 1st.

To enroll in a class, you must send or deadhead an enrollment application to the State Training Center, HCT, Helena, MT 59601. If you have questions about enrollment, please call 444-6821. *Once you enroll in a class, the full fee will be charged UNLESS you cancel at least three business days before the first day of class.* HCT is also willing to schedule specific classes by request from state agencies.

The Helena College of Technology makes reasonable accommodations for any disability that may interfere with a person's ability to participate in training. Persons needing an accommodation must notify the college no later than two weeks before the date of training to allow adequate time to make needed arrangements. To make your request known, call 444-6821.

Data Base Data Network/ Mainframe

Microcomputer

	<u>DATES</u>	<u>COST</u>	<u>LENGTH</u>
Intro. to Oracle	September 8 - 11 (pm)	170.00	2
Prereq. Intro to Windows			
Intro. to SQL	September 22 - 25 (pm)	170.00	2
Prereq. Intro to Oracle			
Oracle Developer 2000, part I	October 1 - 8 (am)	255.00**	3
Prereq. Intro to Oracle & SQL			
PL/SQL	October 13 - 16 (am)	170.00	2
Prereq. Intro to Oracle & SQL			
Oracle Developer 2000, part II	October 22 - 29 (am)	255.00	3
Prereq. Oracle Dev. I & PL/SQL			
Oracle Designer	September 15 - 26 (am)	425.00**	5
Prereq. Oracle Dev. I; PL/SQL recommended			
Lotus Approach	August 8	85.00	1
Prereq. Intro to Windows	September 10		
	October 8		
Inter. Lotus Approach	September 24	85.00	1
Prereq. Lotus Approach	October 15		
<hr/>			
Windows 95 Architecture, Installation, Support and Tuning	September 9 - 10	525.00apr	2
NetWare 4.x Administration	October 6 - 17 (pm)	425.00**	5
<hr/>			
Introduction to Windows 3.1	August 4	85.00	1
	September 4		
	October 1		
Windows 95 Conv.	August 5 (am)	42.50	.5
Prereq. familiar with Windows	October 2 (pm)		
Windows 95	September 5	85.00	1
Zip!Office	August 5 (pm)	Free	.33
Prereq. Intro to Windows 3.1 or 95	September 19 (am)		
Intro. to Internet	October 21 (am)	42.50	.5
Prereq. Intro to Windows 3.1 or 95			
Internet	September 17 - 18	170.00	2
Prereq. Intro to Windows 3.1 or 95			
HTML	September 25 - 26	170.00	2
Prereq. Intro to Windows & familiar with Internet			
WordPerfect 6.1 for Windows	September 11 - 12	170.00	2
Prereq. Intro to Windows 3.1 or 95			
WordPerfect 6.1 Conv. Windows	August 6	85.00	1
Prereq. Intro to Windows 3.1 or 95	October 14		
WP 6.1 Tables & Merge	September 16 (am)	42.50	.5
Prereq. WP 6.1 Conversion			
WP 6.1 Macros	October 20	85.00	1
Prereq. WP 6.1 course			
WordPerfect 8.0 Conversion	October 10 (am)	42.50	.5
Prereq. Intro to Windows 95			
Lotus for Windows	October 6 - 7	170.00	2
Prereq. Intro to Windows 3.1 or 95			
Lotus Conv. for Windows	August 7	85.00	1
Prereq. Intro to Windows 3.1 or 95			
Lotus Freelance	September 23	85.00	1
Prereq. Intro. to Windows 3.1 or 95			
Lotus Macros	October 13	85.00	1
Prereq. Lotus course			
Lotus Advanced Formulas -NEW-	October 28 - 29	170.00	2
Prereq. Lotus course			

**Plus material costs.

Prerequisites may be met with consent of Instructor.

ISD Class Enrollment Application

**COMPLETE THIS APPLICATION IN FULL AND RETURN
IT AT LEAST ONE WEEK PRIOR TO THE FIRST DAY OF CLASS**

COURSE DATA

Course Request: _____

Date Offered: _____

STUDENT DATA

Name: _____

Soc. Sec. Number (for P/P/P): _____

Agency & Division: _____

Mailing Address: _____

Phone: _____

How have you met the required prerequisites for this course? Explain, giving the class(s)
taken, tutorial completed, and/or experience.

_____**BILLING INFORMATION/AUTHORIZATION MANDATORY**

User ID: _ _ _ _ _

Agency#: _ _ _ _

Authorized Signature: _____

**FULL CLASS FEE WILL BE BILLED TO THE REGISTRANT UNLESS
CANCELLATION IS MADE THREE BUSINESS DAYS BEFORE
THE START DATE OF THE CLASS.**

DEADHEAD COMPLETED FORM TO:
COMPUTER TRAINING CENTER
HELENA COLLEGE OF TECHNOLOGY
OF THE UNIVERSITY OF MONTANA
PHONE 444-6821 FAX 444-6892

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Editor's Notes*Published By...*

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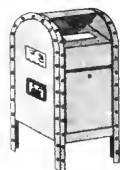
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Editor

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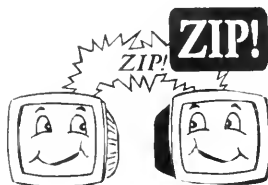
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